

MINUTES OF THE PUBLIC TRANSPORT LIASION COMMITTEE

Tuesday 26 June at 7pm

Present: Councillor Curran (Chair), Councillor Clarke (Vice- Chair), Councillor Hall, Councillor McGeevor, Councillor Jacq Paschoud, Councillor Walsh, Alexandra Crush (Policy and Development Manager)

Apologies: Councillor Dacres

Also present: Mark Parker (TfL), Larry Heyman (Thameslink), Conrad Bunyen (Stagecoach), Angela Verillo (GoAhead), Syd Bolton (St Johns Society), Michael Abrahams (Forest Hill Society), Geoffrey Thurley (Sydenham Society),

1. Declarations of interest

No interests were declared

2. Minutes

The minutes of the last meeting were held as an accurate record

3. Questions Regarding Rail Issues

The following responses were given by rail providers and Council representatives. The questions were not addressed in numerical order:

- 3.1. Larry Heyman addressed the questions and comments regarding the new timetable for rail services. He stated that the plan was to introduce a new timetable with up to 18 trains an hour through the core cross-London route from 21 May. There is a combination of embarrassment and disappointment that the train services have not worked out as planned. There are several reasons for that, but he stated that he is under constraint- the Secretary of State has called for an enquiry which is in the nature of a judicial enquiry. Therefore he is prevented from answering any questions that relate to the run-up to the introduction of the timetable, or any issues that have subsequently occurred.
- 3.2. The position is that it has been found to be impossible to deliver the timetable. The compelling reasons will come out in due time, which involve the whole rail industry, not solely Govia Thameslink Railway.
- 3.3. Currently, GTR have attempted to show on the National Rail Journey Planner by 22:00 every evening, the planned service for the next day- the idea being that passengers should be able to check the services and routes for the following day. However, there have occasionally been further cancellations in the morning. GTR are working on an interim timetable which will be released

mid-July. It will be based on the May timetable, but will not show all the trains in operation- between 80-90% of those trains.

- 3.4. There is an enquiry administrated by the Transport Select Committee. The Chief Executive Officer for GTR who recently resigned, gave evidence for the enquiry as did the Chief Operating Officer. The Committee also took evidence from Network Rail colleagues. Within the next few weeks they will be interviewing officials from the Department of Transport.
- 3.5. Regarding train cancellations and platform changes, the GTR representative was asked how they would improve customer satisfaction as many are stranded at work due to hours' worth of cancellations, and also how they would improvement staff satisfaction as many staff seem frustrated at the constant disruptions of the rail services.

Staff are not receiving information on time due to last minute platform changes which is also a health and safety issue. GTR are working with the Rail Operating System in Three Bridges to understand the importance of early warning of changes and cancellations. The new interim timetable due in mid-July is due to provide a much better service. They will look into increasing staff at locations where necessary.

- 3.6. The Rainham Thameslink service is gradually working in full operation. Prior to the new timetable, it was operated by Southeastern and from Sunday 20 May it was operated by Thameslink. The rolling stock is based in a depot in Gillingham, operated by Southeastern and took some time to be organised. Train drivers have been inducted so they are able to drive all units and have route knowledge- as a result, more Rainham services have been included. Unfortunately, the GTR representative as uncertain as to when these services would run through London and Kent completely, as the interim timetable is not yet available.
- 3.7. A response letter to the recent railway consultations was circulated in the meeting.

Action>>>>>the Chair asked that if possible, could updates be provided via the Council website regarding any liaison surrounding the Council and consultations.

- 3.8. The Rail Delivery Group has launched a consultation on the ticket and fares structure, seemingly suggesting that there should be more "premium" fares for more reliable services. The deadline for a response is September 10 2018. The Policy and Development manager requested that any feedback the Committee would like to ass to the response should be emailed to her before the deadline.
- 3.9. In regards to additional trains between Dalston and Crystal Palace, TfL responded that there are plans to increase trains from May 2020.

- 3.10. In regards to the closure of all LOROL ticket offices, following the press release from September 2017, the operator has been speaking to the trade union- towards the end of the year there will be a consultation on the matter.

Action>>> can TfL please provide an update to this at the next meeting.

- 3.11. The recent trial of one way access to Brockley station is not going ahead and there will be no changes to the current arrangements. It has been proposed that the coffee shop to be moved further along the platform and the covered waiting areas to be moved too, to encourage people to move along the platform and reduce congestion.

Action>>>can TfL provide information about which part of the land around Brockley Common is leased to them, in order to properly address the issue of litter in the area.

Action>>> (Southeastern not available to respond at meeting) regarding the performance of Southeastern services last winter, please explain why commuters were left in such appalling conditions on a broken down train in Lewisham? What is being done or has been done to ensure that trains run effectively in bad weather conditions?

Action>>> (Southeastern/Network Rail not available to respond at meeting) Quite a few years ago now, platforms at stations on the Hayes line, including Ladywell, were extended to cater for 12 coach trains. When does the operator intend to introduce this length of train, particularly in view of the overcrowding on peak services? Ladywell Society

4. Questions Regarding Bus Issues

The following responses were given by bus service providers in response to the questions provided prior to the meeting:

- 4.1. In regards to buses using the new layout on Dartmouth Road, Routes 176 has improved in journey time, however this may be an inaccurate comparison as the time in question was around Christmas which was a busier time. Route 197, there is still congestion through the length of Dartmouth Road and that is due to parking bays which are too small for the vehicles that use them which causes long delays as vehicles drive past. This is also reflected in route 122- this change is dependent on Lewisham Council decisions on parking enforcement. It was noted that the two new bus stops on Dartmouth Road have been very useful
- 4.2. The extension will currently not be going ahead at this moment- it requires the right level of demand to supply it- which is new housing, and it also requires funding- all of which may take a further 5 years.

Stagecoach representative, Conrad Bunyen, extended his thanks to Simon Moss for his help in reducing the speedbumps on particular bus routes in Lewisham Borough.

The meeting finished at 7.59pm